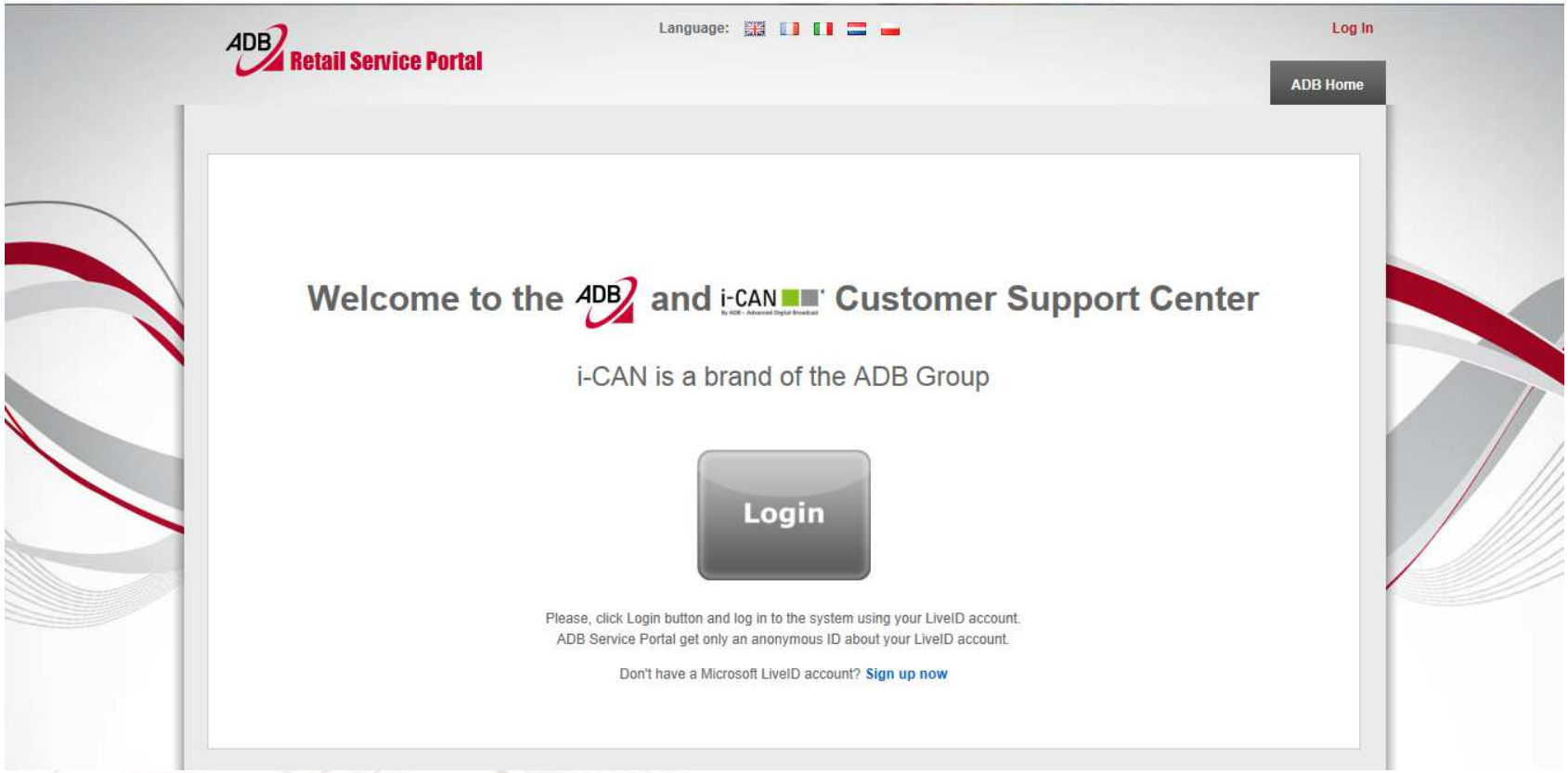
User Manual for
I-CAN Customer Support Center

ADB Connected Thinking

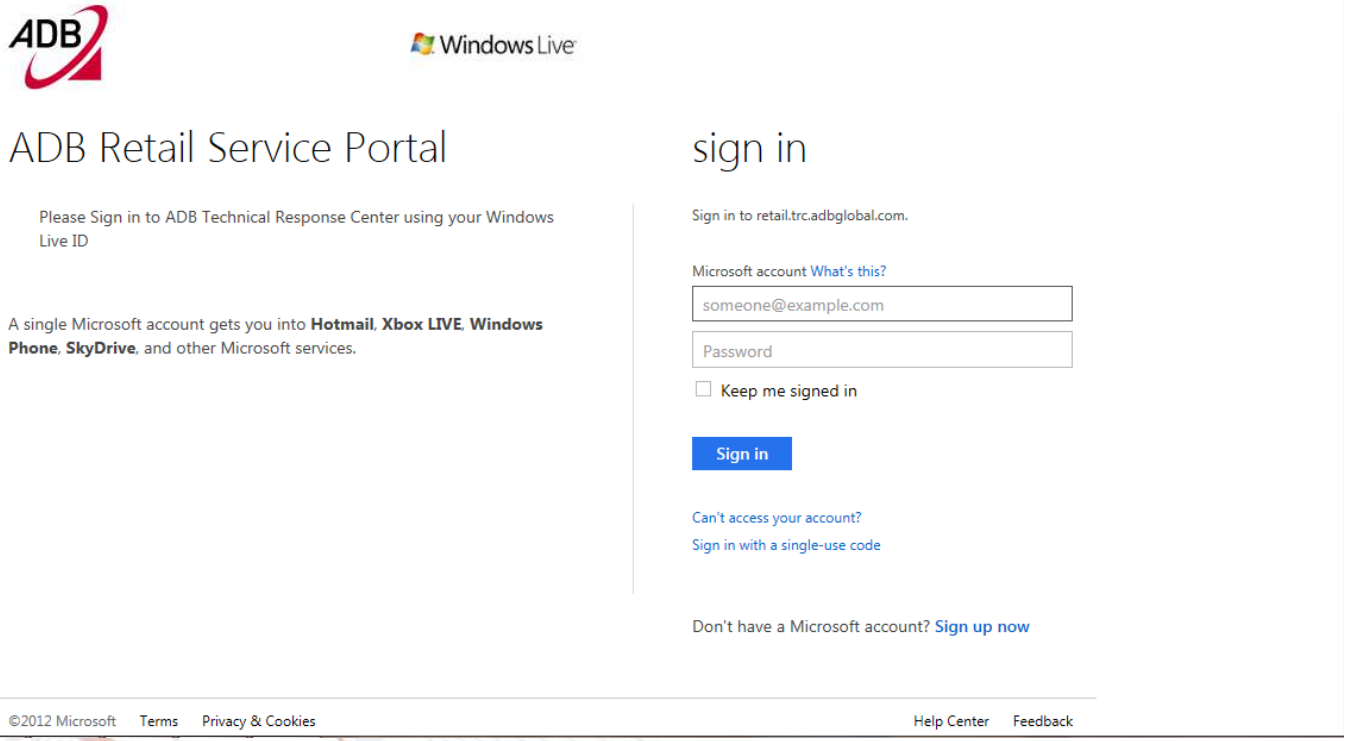
Customer Support Center Login

- Browse to portal at https://retail.trc.adbglobal.com/
- Click on “Login”


ADB Retail Service Portal
Language:
Log In
ADB Home
Welcome to the ADB and i-CAN Customer Support Center
i-CAN is a brand of the ADB Group
Login
Please, click Login button and log in to the system using your LiveID account.
ADB Service Portal get only an anonymous ID about your LiveID account.
Don't have a Microsoft LiveID account? Sign up now

Entering Windows Live ID Credentials

- In case you already have a Windows Live ID, enter such ID and its password and click on “Sign In”
- In case you do not have a Windows Live ID yet, please click on “Sign up now”

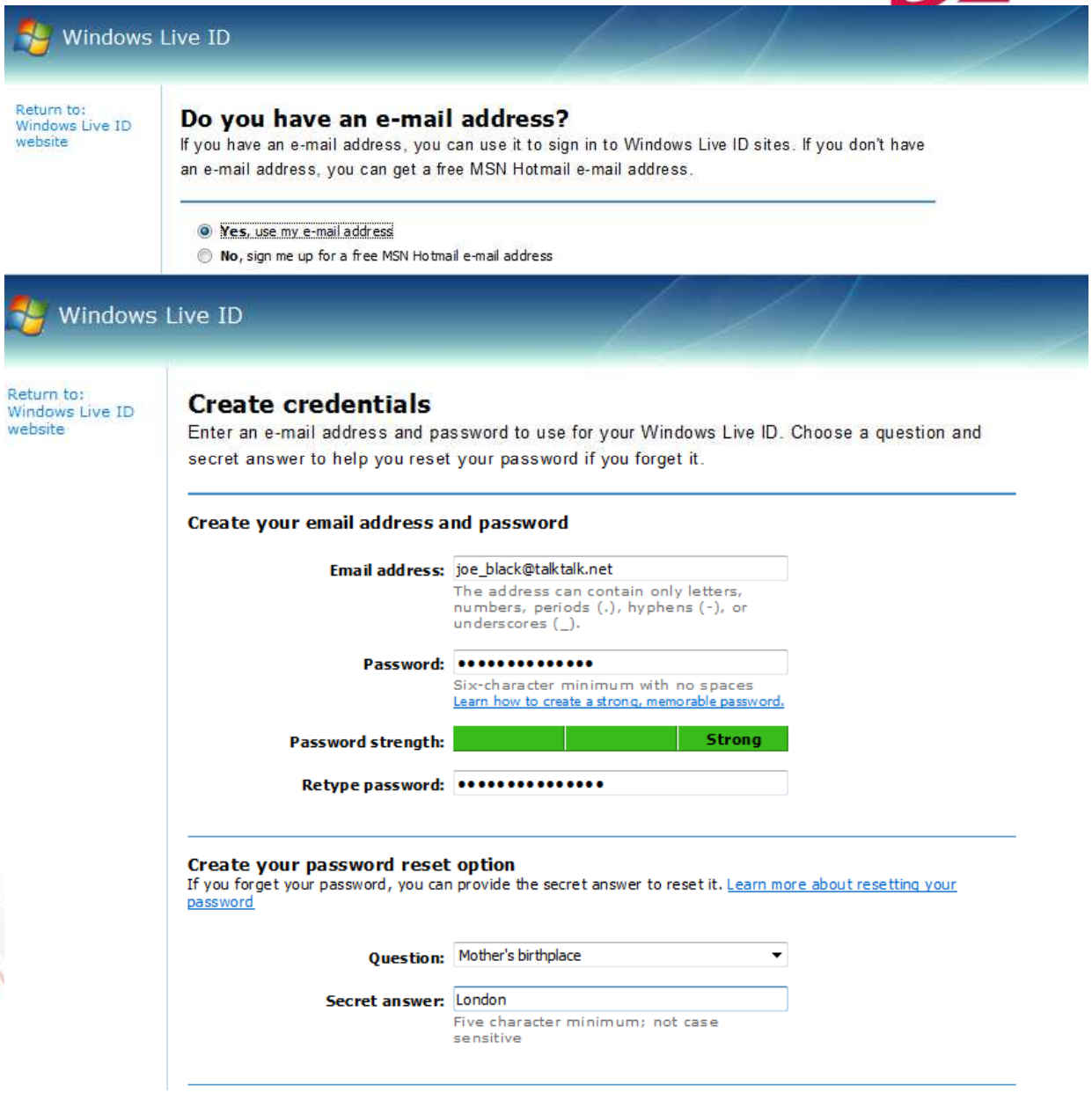

Windows Live
ADB Retail Service Portal
Please Sign in to ADB Technical Response Center using your Windows Live ID
A single Microsoft account gets you into Hotmail, Xbox LIVE, Windows Phone, SkyDrive, and other Microsoft services.
sign in
Sign in to retail.trc.adbglobal.com.
Microsoft account What's this?
someone@example.com
Password
Keep me signed in
Sign in
Can't access your account?
Sign in with a single-use code
Don't have a Microsoft account? Sign up now
©2012 Microsoft
Terms
Privacy & Cookies
Help Center
Feedback

Windows Live ID Creation

- Note: You do not need to create a new email address. You can use your existing one

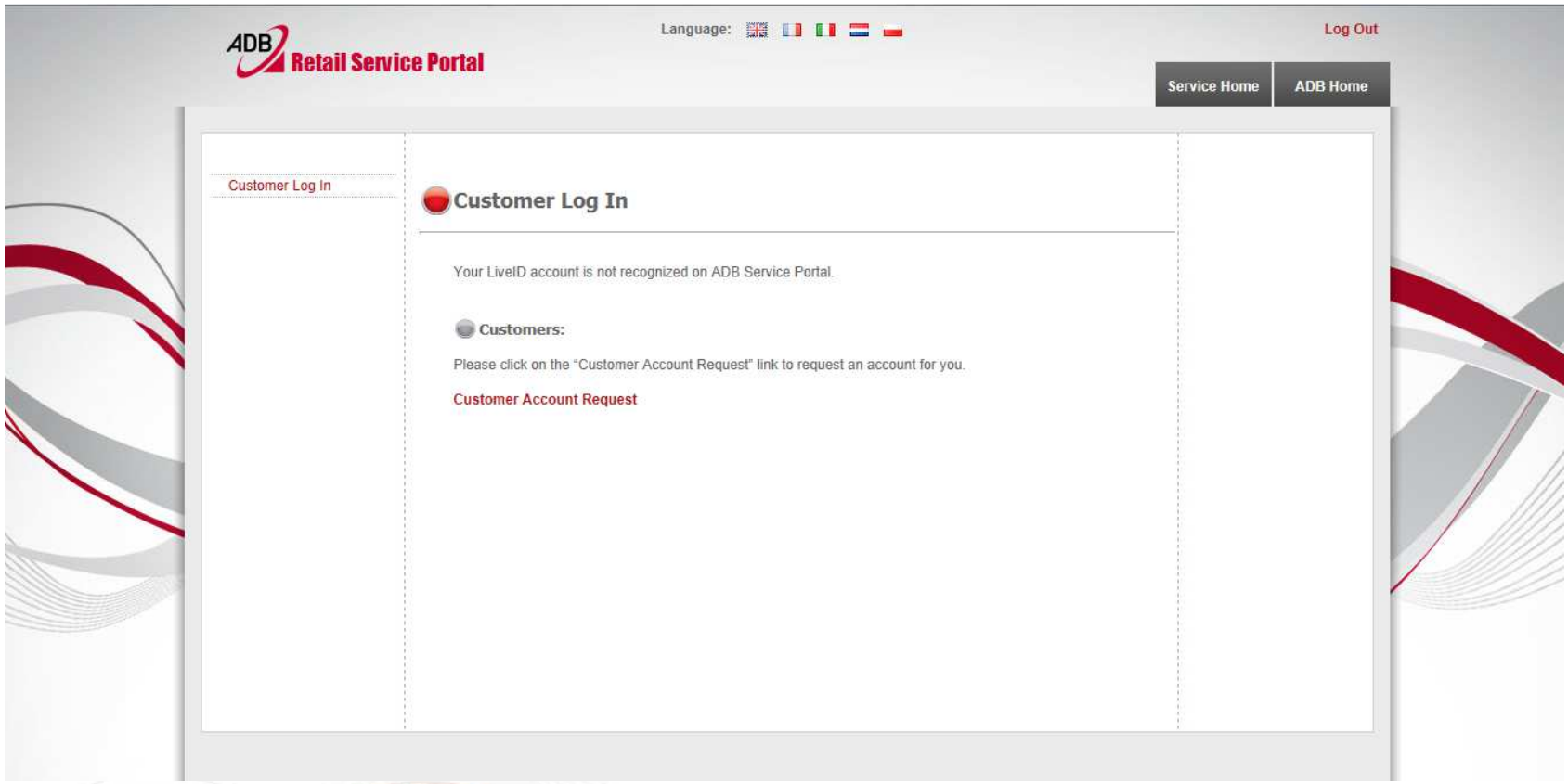
- Enter your email address and the required information.

- Follow the instruction sent to your email address to activate your Windows Live ID


Windows Live ID
Return to: Windows Live ID website
Do you have an e-mail address?
If you have an e-mail address, you can use it to sign in to Windows Live ID sites. If you don't have an e-mail address, you can get a free MSN Hotmail e-mail address.
Yes, use my e-mail address
No, sign me up for a free MSN Hotmail e-mail address
Windows Live ID
Return to: Windows Live ID website
Create credentials
Enter an e-mail address and password to use for your Windows Live ID. Choose a question and secret answer to help you reset your password if you forget it.
Create your email address and password
Email address: joe_black@talktalk.net
The address can contain only letters, numbers, periods (.), hyphens (-), or underscores (_).
Password:
Six-character minimum with no spaces
Learn how to create a strong, memorable password.
Password strength: Strong
Retype password:
Create your password reset option
If you forget your password, you can provide the secret answer to reset it. Learn more about resetting your password
Question: Mother's birthplace
Secret answer: London
Five character minimum; not case sensitive

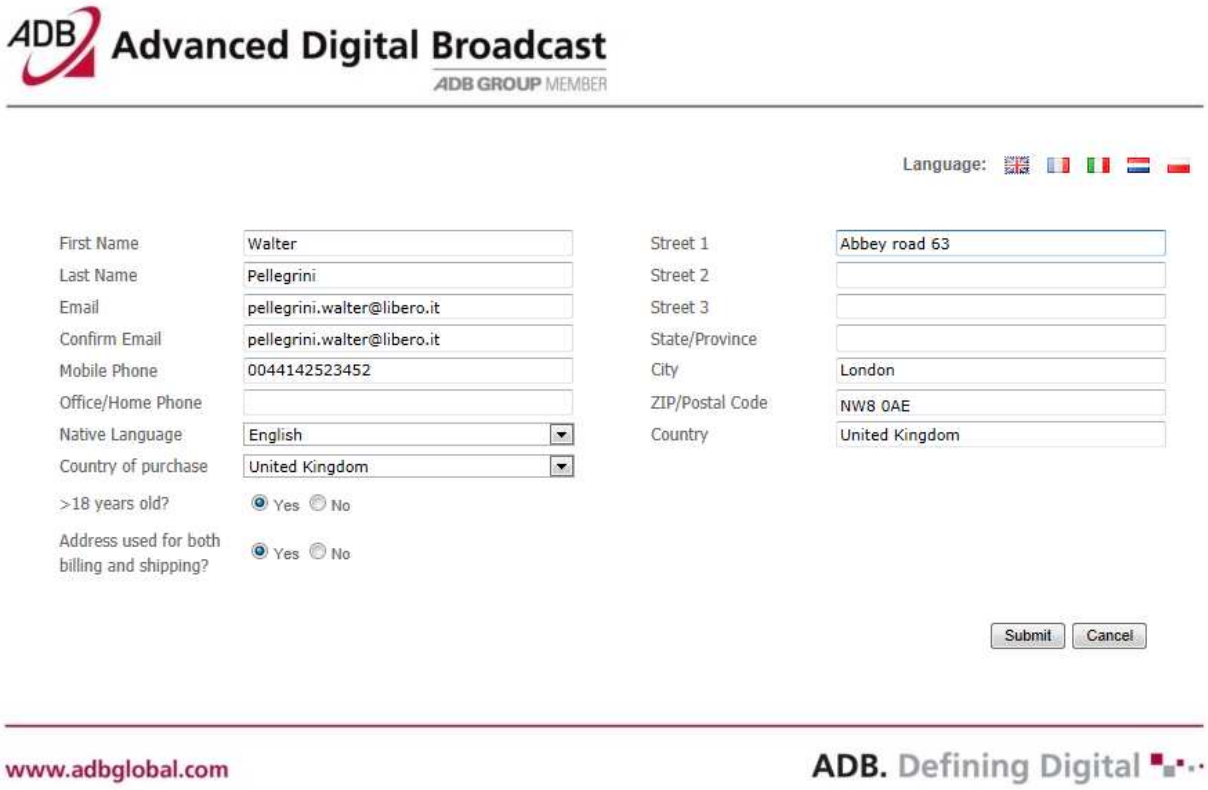
Portal Main Page (First Login)

- Once logged in entering your Windows Live ID credentials, click on “Customer Account Request” and enter required personal data


ADB Retail Service Portal
Language:
Log Out
Service Home
ADB Home
Customer Log In
Customer Log In
Your LiveID account is not recognized on ADB Service Portal.
Customers:
Please click on the “Customer Account Request” link to request an account for you.
Customer Account Request

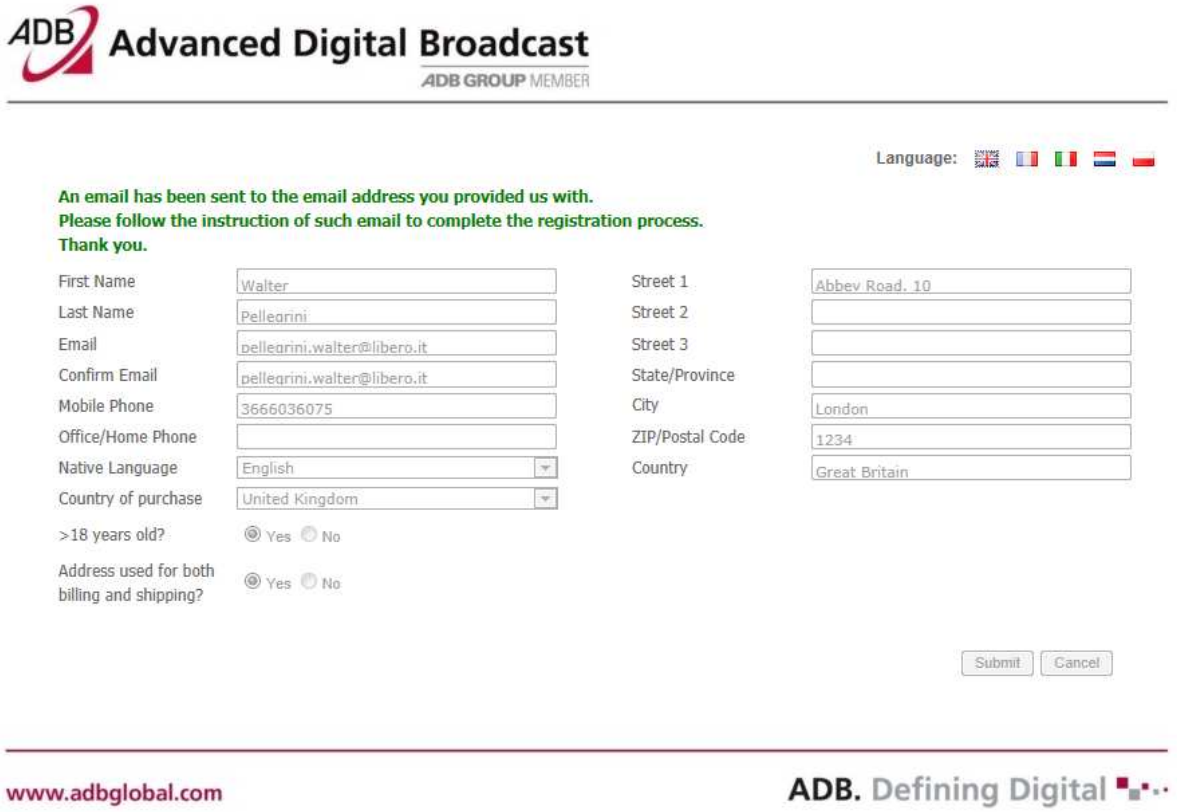
Entering Personal Data (First Login)

- Enter your personal data and click on “Submit”
- Follow the instruction sent to your email address by the Portal



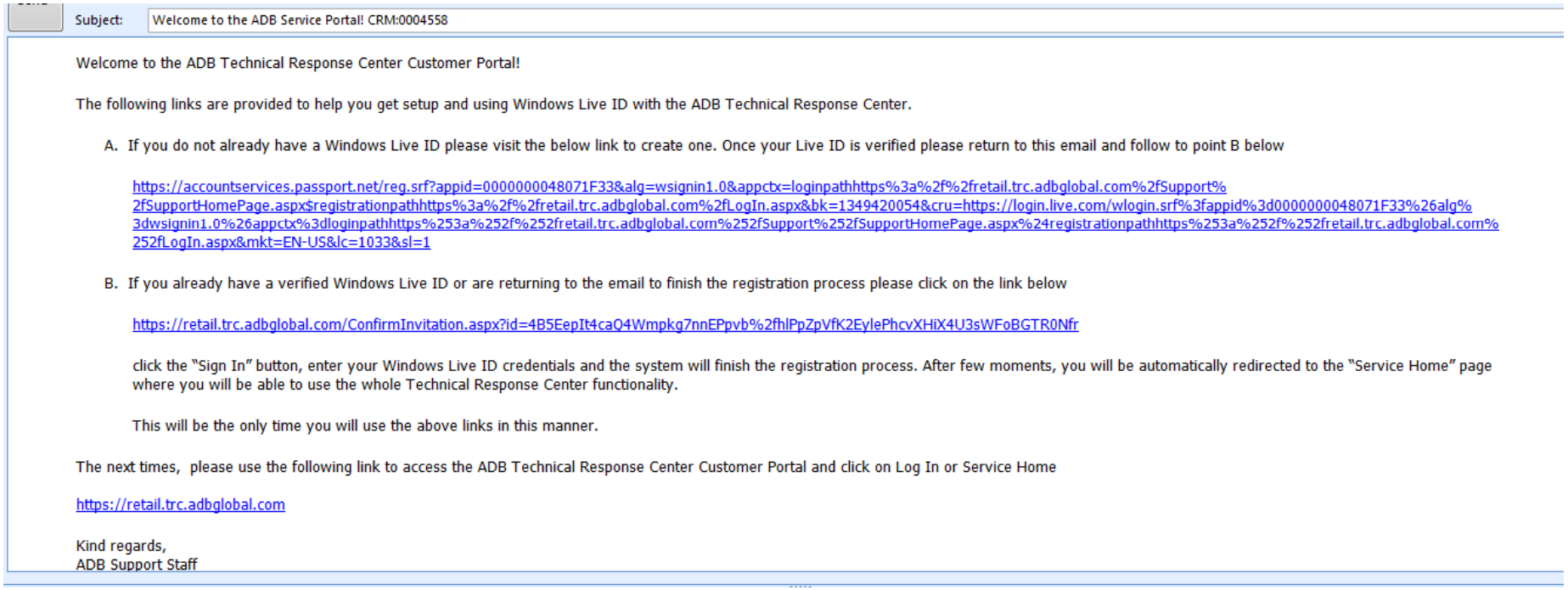
Account Verification Mail Sent (First Login)

- The system sends an email to verify the account and after few moments logs the user out of the portal
- Follow the instruction sent by the portal to the given email address



Account Verification Mail (First Login)

- Please click on the second link present in the received email and log in again into the portal using your Windows Live ID



Subject: Welcome to the ADB Service Portal! CRM:0004558

Welcome to the ADB Technical Response Center Customer Portal!

The following links are provided to help you get setup and using Windows Live ID with the ADB Technical Response Center.

A. If you do not already have a Windows Live ID please visit the below link to create one. Once your Live ID is verified please return to this email and follow to point B below

https://accountservices.passport.net/reg.srf?appid=0000000048071F33&alg=wsignin1.0&appctx=loginpathhttps%3a%2f%2fretail.trc.adbglobal.com%2fSupport%2fSupportHomePage.aspx$registrationpathhttps%3a%2f%2fretail.trc.adbglobal.com%2fLogIn.aspx&bk=1349420054&cru=https://login.live.com/wlogin.srf%3fappid%3d0000000048071F33%26alg%3dwsignin1.0%26appctx%3dloginpathhttps%253a%252f%252fretail.trc.adbglobal.com%252fSupport%252fSupportHomePage.aspx%24registrationpathhttps%253a%252f%252fretail.trc.adbglobal.com%252fLogIn.aspx&mkt=EN-US&lc=1033&sl=1

B. If you already have a verified Windows Live ID or are returning to the email to finish the registration process please click on the link below

https://retail.trc.adbglobal.com/ConfirmInvitation.aspx?id=4B5EepIt4caQ4Wmpkg7nnEPpvb%2fhlPpZpVfK2EylePhcvXHiX4U3sWFoBGTR0Nfr

click the "Sign In" button, enter your Windows Live ID credentials and the system will finish the registration process. After few moments, you will be automatically redirected to the "Service Home" page where you will be able to use the whole Technical Response Center functionality.

This will be the only time you will use the above links in this manner.

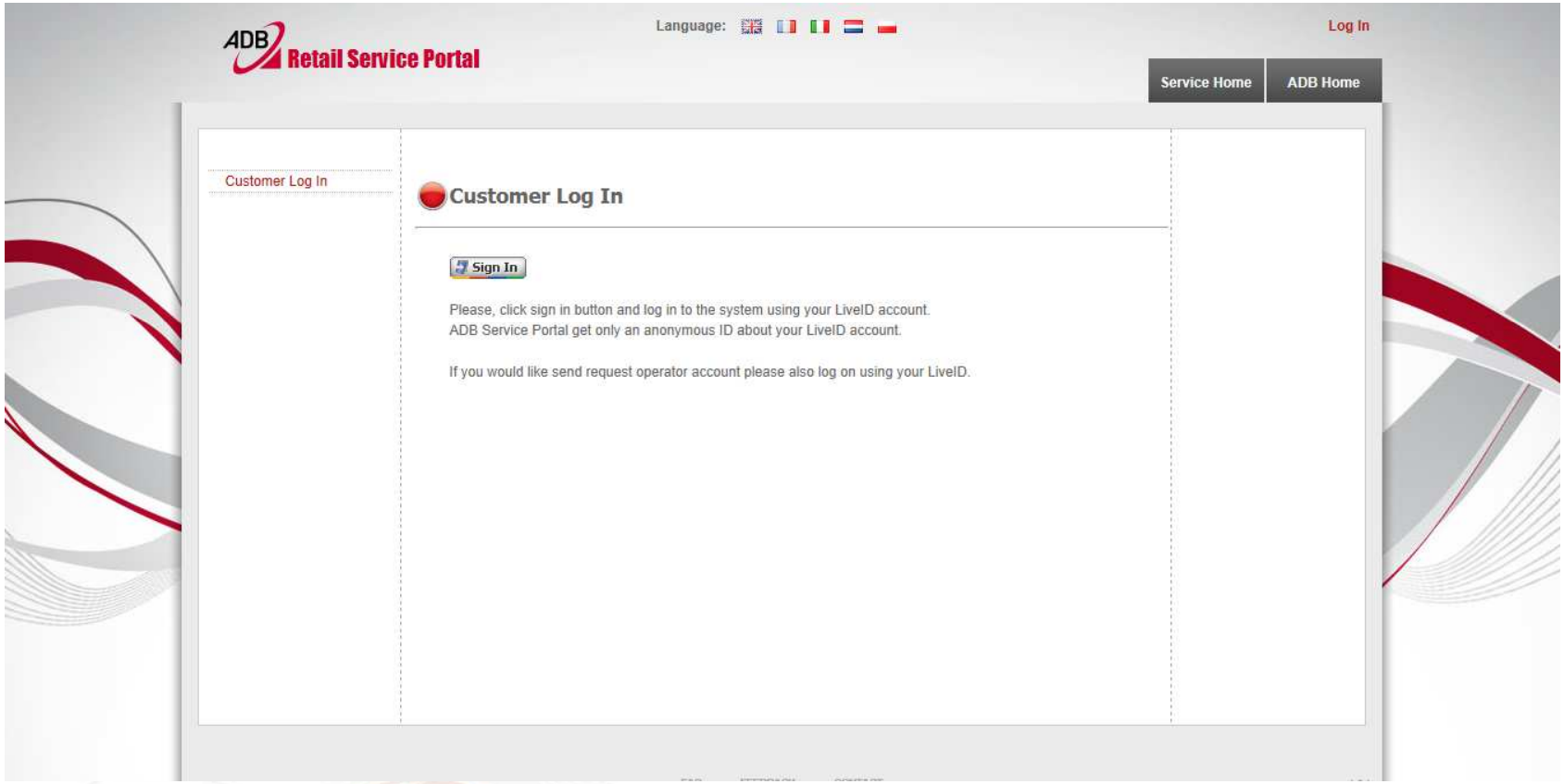
The next times, please use the following link to access the ADB Technical Response Center Customer Portal and click on Log In or Service Home

https://retail.trc.adbglobal.com

Kind regards,
ADB Support Staff

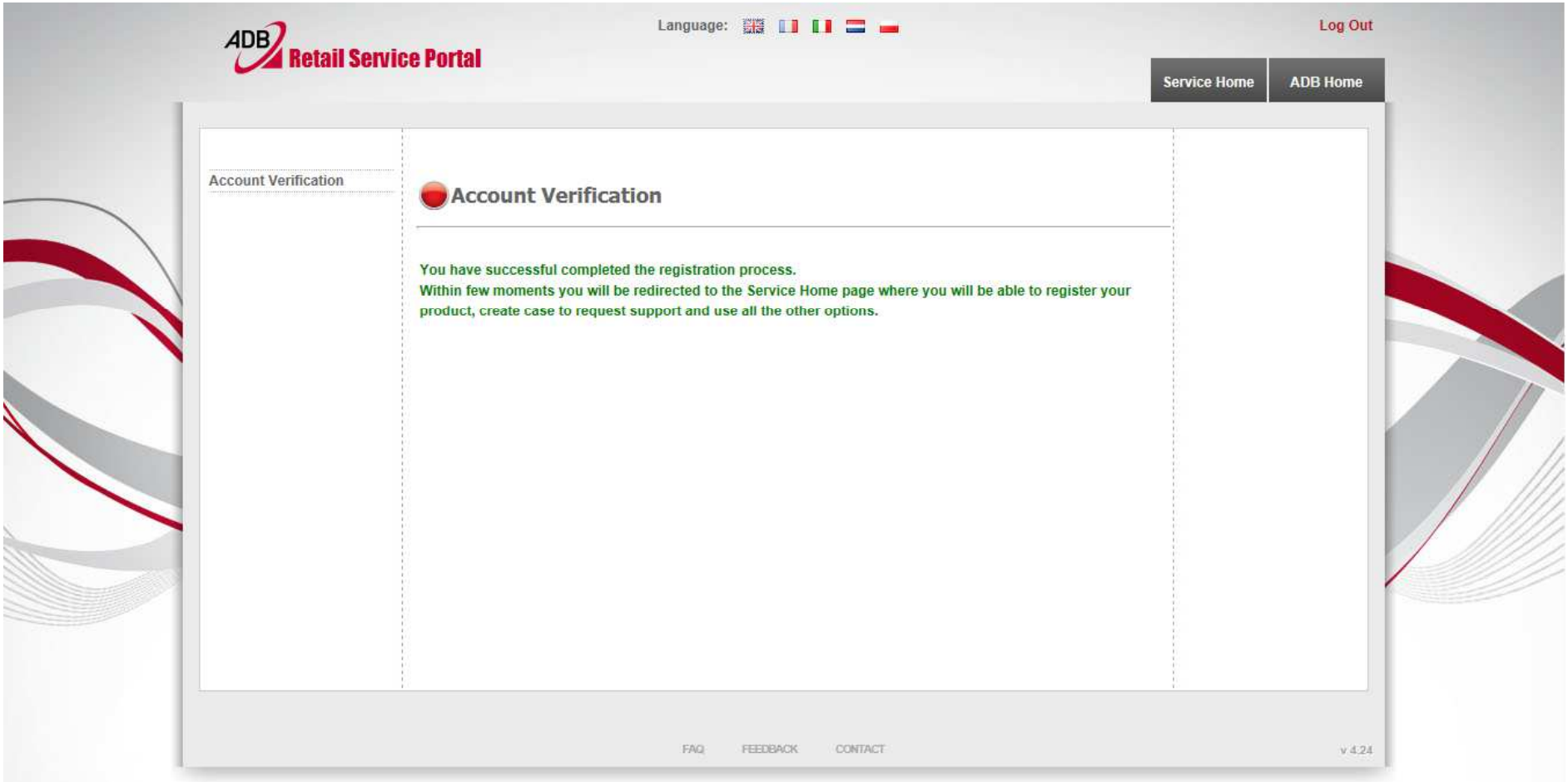
Authentication (First Login)

- By clicking on “Sign In” please log in again into the portal using your Windows Live ID in order to finish the account verification procedure


ADB Retail Service Portal
Language:
Log In
Service Home
ADB Home
Customer Log In
Customer Log In
Sign In
Please, click sign in button and log in to the system using your LiveID account.
ADB Service Portal get only an anonymous ID about your LiveID account.
If you would like send request operator account please also log on using your LiveID.

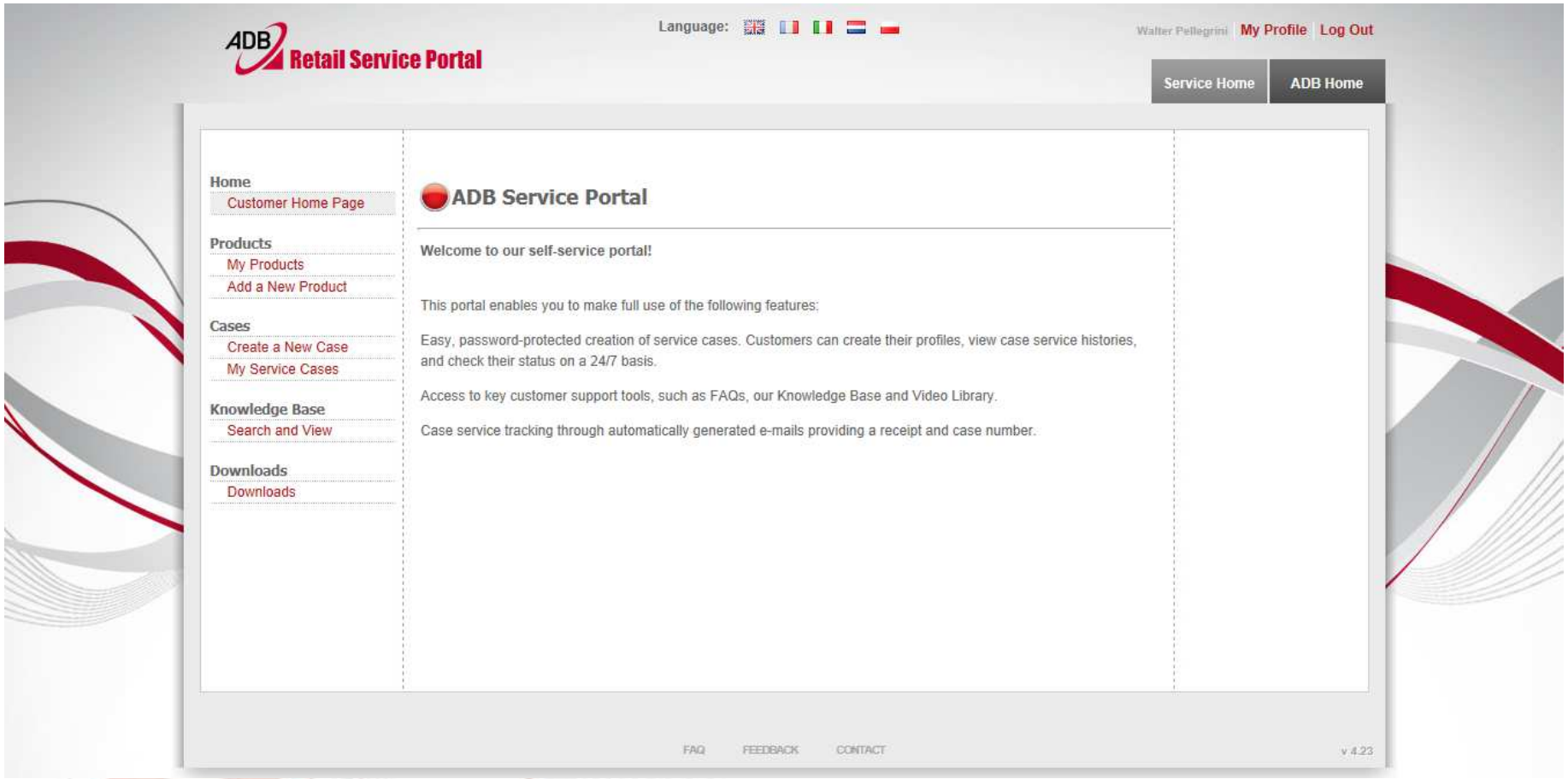
Account Verification Completed (First Login)

•The authentication procedure has ended and in few moments you will be redirectyed to the portal main page


ADB Retail Service Portal
Language:
Log Out
Service Home
ADB Home
Account Verification
Account Verification
You have successful completed the registration process.
Within few moments you will be redirected to the Service Home page where you will be able to register your product, create case to request support and use all the other options.
FAQ
FEEDBACK
CONTACT
v 4.24

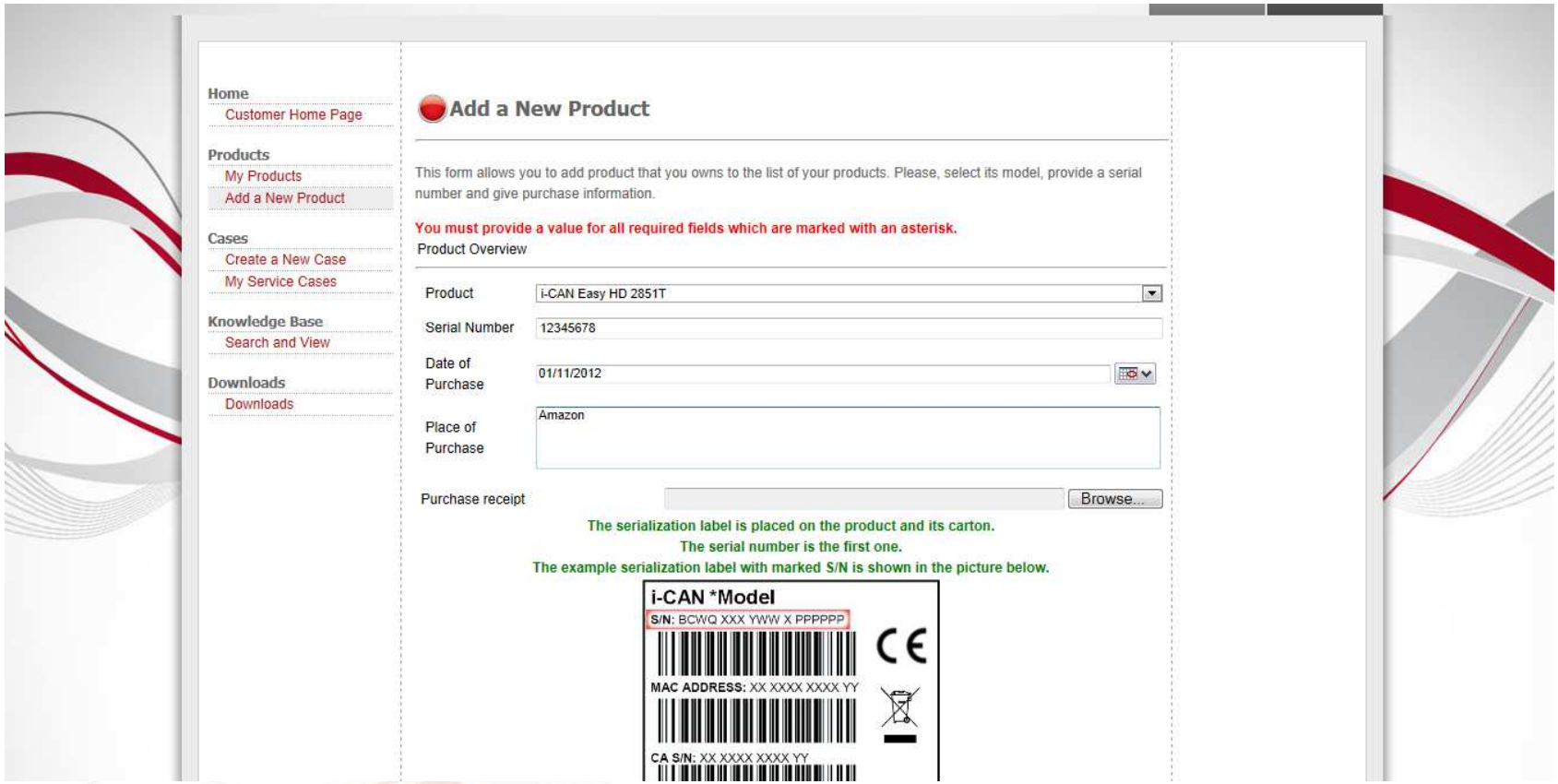
Main Portal page (after account creation and authentication)

- Once logged in with your Windows Live ID, the portal main page will appear


ADB Retail Service Portal
Language:
Walter Pellegrini
My Profile
Log Out
Service Home
ADB Home
Home
Customer Home Page
Products
My Products
Add a New Product
Cases
Create a New Case
My Service Cases
Knowledge Base
Search and View
Downloads
Downloads
ADB Service Portal
Welcome to our self-service portal!
This portal enables you to make full use of the following features:
Easy, password-protected creation of service cases. Customers can create their profiles, view case service histories, and check their status on a 24/7 basis.
Access to key customer support tools, such as FAQs, our Knowledge Base and Video Library.
Case service tracking through automatically generated e-mails providing a receipt and case number.
FAQ
FEEDBACK
CONTACT
v 4.23

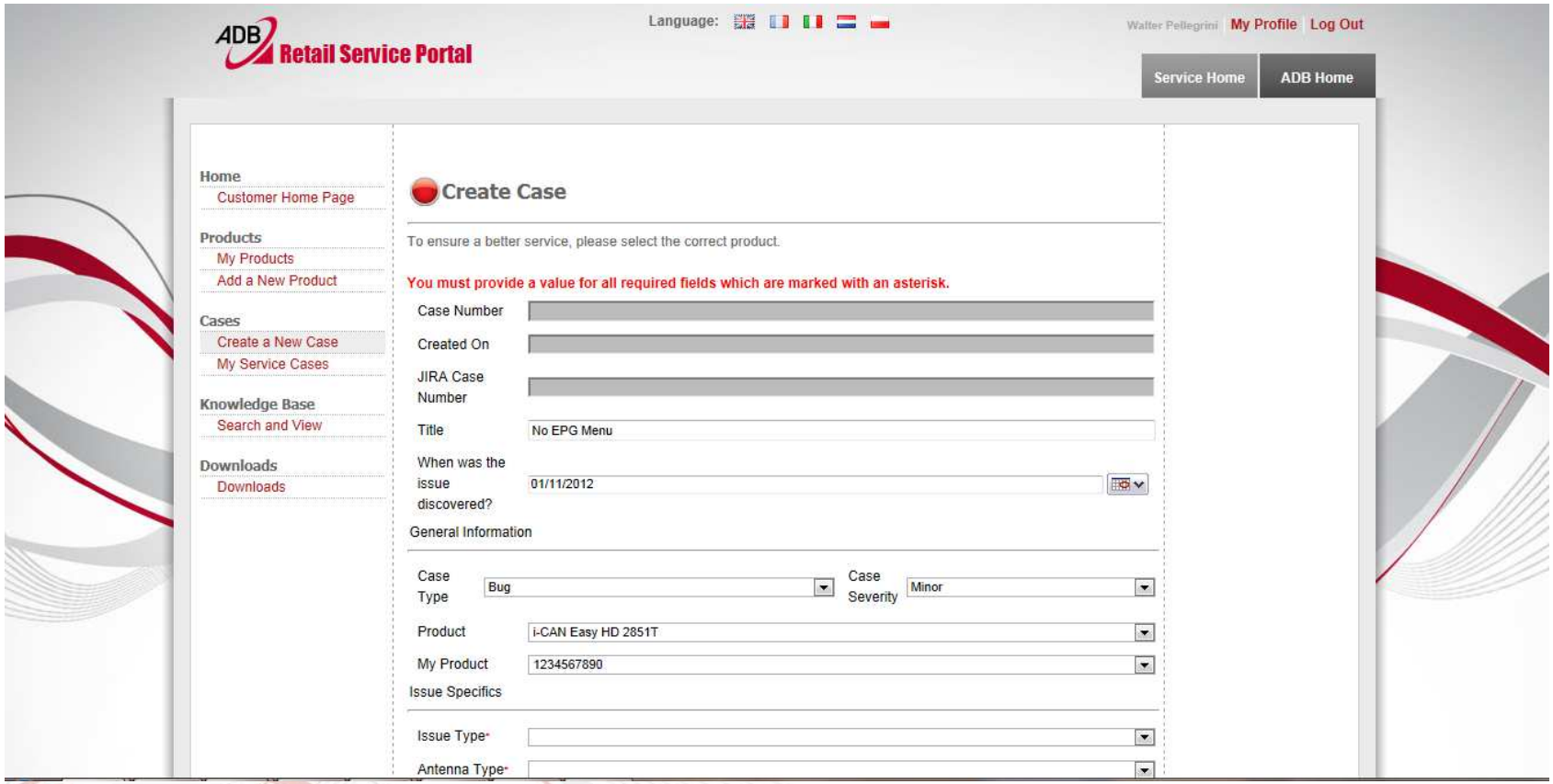
Product registration

- Register your product by clicking on “Add a New Product”
- Clicking on “My Products” you get the list of registered products


Home
Customer Home Page
Products
My Products
Add a New Product
Cases
Create a New Case
My Service Cases
Knowledge Base
Search and View
Downloads
Downloads
Add a New Product
This form allows you to add product that you owns to the list of your products. Please, select its model, provide a serial number and give purchase information.
You must provide a value for all required fields which are marked with an asterisk.
Product Overview
Product
i-CAN Easy HD 2851T
Serial Number
12345678
Date of Purchase
01/11/2012
Place of Purchase
Amazon
Purchase receipt
Browse...
The serialization label is placed on the product and its carton.
The serial number is the first one.
The example serialization label with marked S/N is shown in the picture below.
i-CAN *Model
S/N: BCWQ XXX YWW X PPPPPP
MAC ADDRESS: XX XXXX XXXX YY
CA S/N: XX XXXX XXXX YY

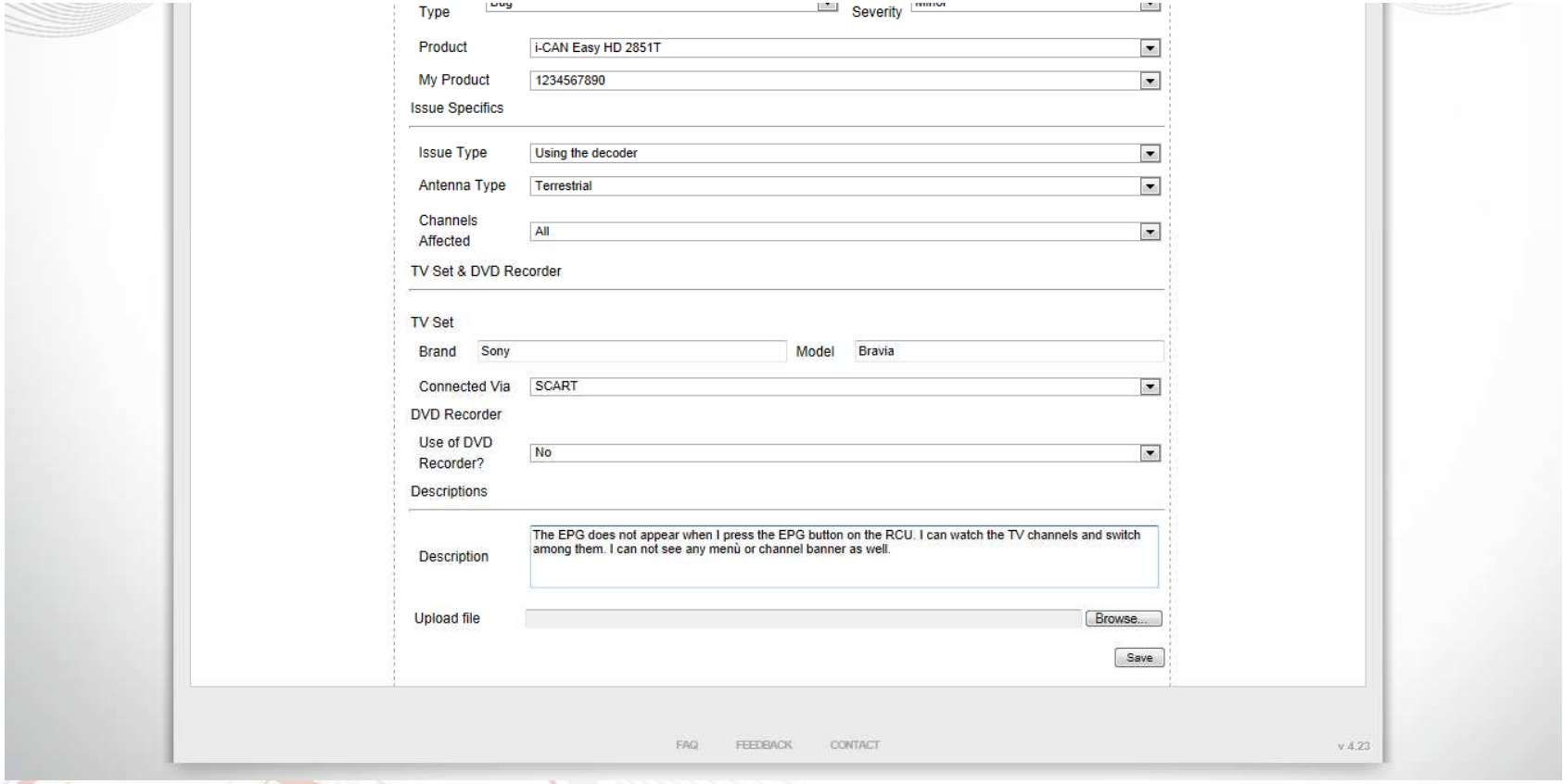
New Case creation (1/2)

- Create a support request by clicking on “Create a New Case”
- The list of open and/or solved cases can be seen by clicking on “My cases”
- Enter required data. Grayed out fields will be automatically filled in by the system once the case is created



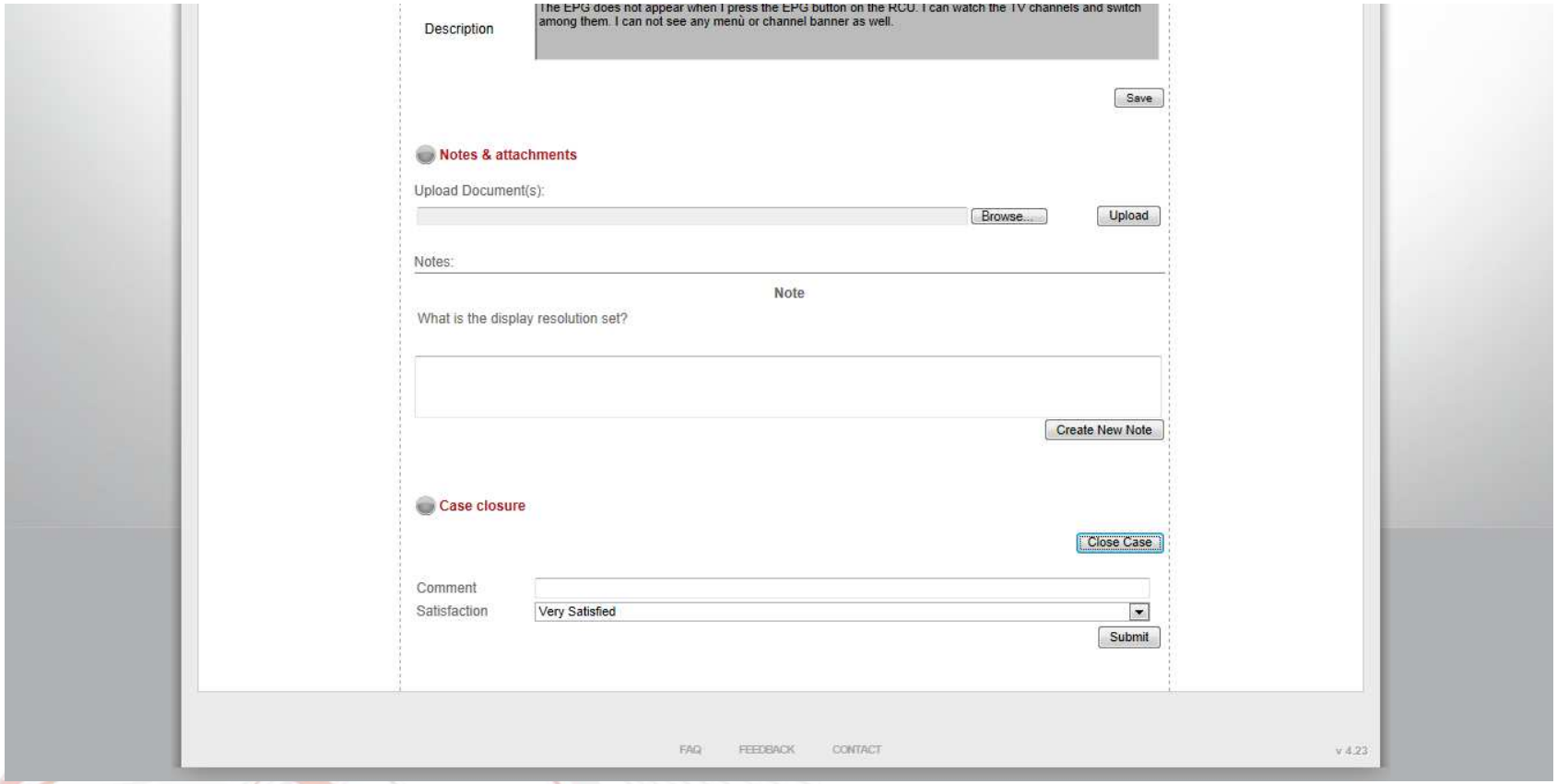
New Case creation(2/2)

• Select the product for which you need support (select General in case you do not have yet purchased the product)
• Fill in the filed with a detailed description of the problem you are experiencing and click on “Save”



Adding new note to the case / Case closure

- Select the case clicking on “My Service cases” and then on the “Update” button
- To add a new note, fill in the text in to the field and click on “Create new note”
- To close the case, click on “Case closure”, insert an eventual comment and click on the “Submit” button



Thank you

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